Officer Accessions (OA) Flight Chief (8R000)

1. This Command Job Qualifications Standard (CJQS) pertains to SDI 8R000 Air Force recruiting personnel. Tasks listed in Column 1 of the attachments are the most common tasks, knowledge, and technical references necessary for noncommissioned officers to perform their duties.   This CJQS will remain in effect until superseded or rescinded, regardless of the date of the STS. Tasks are functionally grouped by subject to aid in the training process.

2. In Column 2, (C) identifies critical tasks. These tasks will have documented training within the first 60 days, regardless of the time phase of the task.   Each task will be evaluated using one of the following two proficiency levels: **<u>Satisfactory</u>** level indicates the trainee can do all parts of the task, needs only a spot check to complete work, and meets local demands for speed and accuracy while meeting production requirements. **<u>Unsatisfactory</u>** level means that the trainee is unable to do simple parts of the task and needs to be shown how to do most of the task. Demonstration/Performance Training on all tasks will be accomplished until the satisfactory level is reached.

3. Evaluations will be conducted at the fourth, eighth, twelfth (if required) and fifteenth (if required) month points. The evaluation may take place anytime during the month they are required. Certifications may take place anytime after the eighth-month training evaluation. Any critical task on the JQS rated **unsatisfactory** during any evaluation will result in the entire evaluation receiving an **unsatisfactory**.   The evaluator must adhere to time phases identified for each task. Record reviews by the squadron trainer are required following all evaluations, and prior to certification. They will ensure training deficiencies are properly identified and an effective training plan is prepared to correct these deficiencies. The squadron superintendent will approve the training plan and ensure it is followed.

4. All JQS tasks have been time phased according to the critical nature and mission impact each task carries. Time phasing explained: The first number indicates the earliest a task may be closed and the second number indicates the time at which the task should be rated **satisfactory.**   Example: A task time phased (4-8) means the earliest the task may be closed is the fourth-month, and the eighth-month is when the **satisfactory** level must be achieved. Training will be given to each trainee by providing an overview, technical discussion, task demonstration, and finally, trainee performance. Ultimately the trainee must be able to perform any given task without assistance. Feedback and thorough evaluation are essential elements that must be included in each training session.

5. Supervisors and trainees are responsible for the accuracy of this JQS. The completion of the JQS form will be accomplished in the following manner. The training start date will be the date the trainee is assigned to position and will be annotated at the top of each page of the JQS. Each time the primary trainer provides training on any task, annotate the date in the first available block next to the task and have trainee initial in the block provided underneath. Repeat this each time you train, until they perform the task at the **satisfactory** level. When the **satisfactory** level is reached, annotate the date on the far right of the task and the primary trainer's initials directly below the date.

6. Training from the primary trainer will be documented directly on the JQS. Use AF Form 623a if the trainee is failing to progress or receives an **unsatisfactory** rating on a task or evaluation. All training on unsatisfactory tasks will be documented on AF Form 623a until the **satisfactory** level is reached. Training from other than primary trainer (squadron senior trainer, group trainer, etc.) will be documented on the AF Form 623a and annotated on the AF Form 1098 (i.e., MEPS, Operations, etc.). Superintendents are responsible for training of flight chiefs.

Superintendent's Initials and Date

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Attachment 2					CJQS 8R000					
1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. Critical Tasks	Time Phased Training Period			Training Date	Training Date	Training Date	Training Date	Training Date	Training Completion Date
		0 - 4 Month	4 – 8 Month	4- 12 Month	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Flight Chief/Trainer Initials
1. FLIGHT INITIAL ORIENTATION										
1.1. Demonstrates how to conduct an initial orientation, which includes dress and appearance, duty hours, integrity, and office appearance.		X								
1.2. Demonstrates how to conduct initial training on Fraud, Waste and Abuse involving usage of the Internet, government credit card, telephone usage, stamps, bus tickets or shuttle vouchers.		X								
2. FLIGHT MANAGEMENT										
2.1. Expectations										
2.1.1. Demonstrates how to set expectations based upon each individual recruiter's production needs.	C		X							
2.1.2. Understands the different types of expectations that can be set (i.e. calls, contacts, appts, PIRs, Applications, etc.).	C	X								
2.1.3. Demonstrates how to gather data via automated products, or via the use of AETC Form 1484.	C		X							
2.1.4. Demonstrates how to periodically validate data to ensure the expectations are valid and will drive-production.	C		X							
2.2. Flow Trend										
2.2.1. Demonstrates how to evaluate data on a weekly/monthly/quarterly basis.	C		X							
2.2.2. Demonstrates how to identify areas of concern and provide either written or verbal feedback on a monthly basis.	C		X							

Trainee Name: Last, First MI

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1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. Critical Tasks	Time Phased Training Period			Training Date	Training Date	Training Date	Training Date	Training Date	Training Completion Date
		0 - 4 Month	4 – 8 Month	4- 12 Month	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Flight Chief/Trainer Initials
2.2.3. Demonstrates how to identify areas of concern and provide written feedback quarterly (As a minimum, for recruiters in training or recruiters who missed his/her quarterly application expectations).	C		X							
3. Training										
3.1. Demonstrates how to explain time phasing of training and how to conduct initial critical task training with newly assigned recruiters.	C			X						
3.2. Demonstrates how to accept recruiter training and document acceptance of training on AF Form 623a.		X								
3.3. Demonstrates how to document performance/demonstration training and supplemental training on AF Form 623a.		X								
3.4. Demonstrates how to conduct training evaluations (4, 8, and 12 month if required).	C			X						
3.5. Demonstrates how to document, implement, follow-up, and close a training plan on an AF Form 623a as a result of an unsatisfactory training evaluation.	C		X							
3.6. Can explain when production evaluations are required.			X							
3.7. Demonstrates how to accomplish a production evaluation and take corrective actions.			X							
3.8. Demonstrates how to review AF Form 623 for accuracy and can explain intervals for Squadron Training (RCS/RST) review of training records.			X							
3.9. Demonstrates how to document, update, and review civilian personnel record for accuracy and understands intervals for CPO review.				X						

Trainee Name: Last, First MI

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		0 - 4 Month	4 – 8 Month	4- 12 Month	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Flight Chief/Trainer Initials
3.10. Ensures all training requirements are met within prescribed limits (i.e. include 5 day initial recruiter training, shadow training, RST, Marketing, MEPS, and administrative).			X							
3.11. Can demonstrate to recruiters how to plan and conduct an effective zone awareness program.			X							
3.12. Can demonstrate to recruiters how to plan and execute a COI event.			X							
4. Operating Instructions (OI)										
4.1. Develop and implement an effective goaling OI that uses local factors to establish realistic goals.		X								
4.2. Develop and implement an effective competition incentive awards OI that is easy to understand and is geared to drive production.		X								
4.3. Demonstrates how to set production standards (expectations, school/hospital visit program, etc.) and personal standards (office hours, office manning, etc.), in writing.		X								
5. Personal Information Files (PIF)										
5.1. Demonstrates how to establish and maintain a PIF on each assigned recruiter.		X								
5.2. Understands what items and/or documents can be included in the PIF.		X								
5.3. Understands where the PIF must be kept, who can have access, and how to dispose of records.	C	X								
6. Market Surveys										

Trainee Name: Last, First MI

		Attachment 2								CJQS 8R000	

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. Critical Tasks	Time Phased Training Period			Training Date	Training Date	Training Date	Training Date	Training Date	Training Completion Date
		0 - 4 Month	**4 – 8 Month**	**4- 12 Month**	**Trainee Initials**	**Trainee Initials**	**Trainee Initials**	**Trainee Initials**	**Trainee Initials**	**Flight Chief/Trainer Initials**
6.1. Demonstrates how to accomplish a market survey on open zones, and a combined market survey for the flight.		X								
6.2. Understands when to accomplish and/or what factors require accomplishment of market surveys.		X								
7. Lead and PIR review										
7.1. Demonstrates how to use AFRISS to review and manage recruiter's activity (leads, PIRs, applications, school/hospital/media program).	C		X							
7.2. Demonstrates how to review working PIRs for completion, accuracy, and professional selling skills language	C		X							
7.3. Demonstrates how to ensure a processing window is established for each applicant	C		X							
7.4. Demonstrates how to provide production-oriented feedback/guidance on PIRs.	C		X							
7.5. Demonstrates how to validate leads (local, perpetuated, and COI) are loaded into AFRISS for refinement			X							
7.6. Demonstrates how to review and validate leads to ensure refinement is IAW AETCI 36-2002 or flight policies.			X							
7.7. Demonstrates how to provide specific, production driven guidance on leads.	C		X							
7.8. Demonstrates how to close leads in AFRISS.			X							

Trainee Name: Last, First MI

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		0 - 4 Month	4 – 8 Month	4- 12 Month	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Flight Chief/Trainer Initials
7.9. Demonstrates how to re-route leads in AFRISS.			X							
7.10. Ensures recruiters qualify applicants for the highest program.		X								
7.11. Ensures recruiters understand local procedures for referring leads to the appropriate recruiter and program.		X								
8. Lead Generation										
8.1. Can demonstrate to recruiters how to establish and maintain a game plan for colleges and residency programs.			X							
8.2. Can demonstrate to recruiters how to establish school and residency program priorities and frequency of visits.			X							
8.3. Can demonstrate to recruiters how to develop contacts and establish rapport with influencers in universities and residency programs.			X							
8.4. Can demonstrate to recruiters how to establish rapport with on-campus faculty and agencies, which can assist recruiting efforts (e.g. Registrar, Veteran Affairs, Financial Aid, ROTC, Pre-Med Clubs, student groups, etc.).			X							
8.5. Can demonstrate to recruiters how to establish rapport with key agencies; hospitals and other professional organizations that can refer qualified leads (i.e. County Medical Society, District Nurse Spec Assoc., AFRES, ANG, etc.).			X							
8.6. Can demonstrate to recruiters how to conduct or participate in student and/or applicant centered visits at colleges/universities.	C		X							
8.7. Can demonstrate to recruiters how to deliver a persuasive presentation/speech tailored for a specific audience.	C		X							

Trainee Name: Last, First MI   5

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. Critical Tasks	Time Phased Training Period			Training Date	Training Date	Training Date	Training Date	Training Date	Training Completion Date
		0 - 4 Month	4 – 8 Month	4- 12 Month	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Trainee Initials	Flight Chief/Trainer Initials
8.8. Can demonstrates how to conduct COI's.	C	X								
8.9. Can demonstrate to recruiters how to maintain and document actions and activities in AFRISS (mail-outs, visits, refinement, etc.).		X								
8.10. Can demonstrate how obtain lists from colleges/universities and professional agencies.	C	X								
9. Telephone Prospecting										
9.1. Can demonstrate to recruiters how to establish a plan for telephone prospecting at times that is the most effective.			X							
9.2. Can demonstrate to recruiters how to use every available source to secure phone numbers.			X							
9.3. Demonstrates how to periodically validate refinement by calling leads.			X							
10. Planning Guide										
10.1. Can demonstrate to recruiters how to establish a daily, weekly, monthly, quarterly, and yearly plan.			X							
10.2. Demonstrates how to cross-reference and audit all follow-ups and/or activities to the planning guide from the source.			X							
11. Office Visits										
11.1. Demonstrates how to evaluate the recruiters activities and provide recommendations, or suspense activities to be accomplished	C		X							

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1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. Critical Tasks	Time Phased Training Period			Training Date	Training Date	Training Date	Training Date	Training Date	Training Completion Date
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11.2. Demonstrates how to follow-up on suspenses/recommendations at either the established date or next office visit.			X							
11.3. Demonstrates ability to effectively utilize Professional Sales Coaching (PSC) skills to increase sales call performance.	C		X							
12. Accountability										
12.1. Demonstrates how to hold recruiters accountable for meeting expectations and standards.	C		X							
12.2. Understands how to institute corrective measures when expectations are not being met (i.e. hours, increased calls, training, etc.)	C		X							
12.3. Understands how to use administrative tools (LOD, LOA, LOC, LOR, etc)	C		X							
13. Tracking										
13.1. Demonstrates ability to evaluate Open PIR and Not Processed	C	X								
13.2. Demonstrates ability to evaluate Select/Non-select rates		X								
13.3. Demonstrates ability to conduct EAD validation.	C		X							
13.4. Demonstrates ability to evaluate Declinations.	C		X							

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13.5. Demonstrates ability to evaluate and process waivers.	C		X							
13.6. Demonstrates ability to resolve overdue suspenses.	C		X							
14. Flight Administration										
14.1. Demonstrates how to maintain an effective safety program (i.e. AFOSH, safety briefings, Course II, on/off duty accidents, documenting AF Form 55, GSA vehicle operation hours, domicile to duty policies, etc.).		X								
14.2. Understands and can follow the procedures for AETC Form 1321 and AETC Form 1374 relief actions.			X							
14.3. Maintain vehicles assigned to the flight and provide input for management on the Real Estate program.			X							
14.4. Monitors recruiters use of out-of-pocket expense vouchers.			X							
14.5. Understands how to order promotional items and request marketing support (Conventions, Booths, etc.).			X							
14.6. Demonstrates how to manage an effective flight civilian awards program.			X							
14.7. Explain facts and principles associated with the Recruiter Assistance Program.			X							
15. PROFESSIONAL SALES COACHING										

Trainee Name: Last, First MI

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15.1. Understands and can explain the goal of coaching (to change behavior).			X							
15.2. Understands and can explain the two main tasks of coaching (Part 1, Diagnosis and Part 2. Action Planning).			X							
15.3. Understands and can demonstrate the steps of Diagnosis. (Set the stage, Explore the situation, confirm buy-in)			X							
15.4. Understands and can demonstrate the steps of Action planning. (Set the stage, Explore the plan, Confirm buy-in)			X							
15.5. Understands and can demonstrate the steps of getting unstuck. (Position the discussion, Ask speculative or comparative probes)			X							
15.6. Understand and can explain other ideas of getting unstuck. (Take a break, take a walk, reschedule the conversation)			X							
15.7. Understands and can explain the three things needed to be an effective coach. (Knowledge, communication skills, and planning)			X							
15.8. Understands and can explain the four values a coach needs to create a developmental climate. (Committed to help salespeople succeed, stay involved, use authority and control wisely, view of salespeople is visionary)			X							
15.9. Underst ands and can explain challenges of coaching. (Diversity, Time, and Control)			X							
15.10. Understands and can explain the three areas of sales call competence. (Product knowledge, selling skills and sales process, and customer knowledge)			X							

Trainee Name: Last, First MI

1. TASKS, KNOWLEDGE AND TECHNICAL REFERENCES	2. Critical Tasks	Time Phased Training Period			Training Date	Training Date	Training Date	Training Date	Training Date	Training Completion Date
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15.11. Understands and can explain the purpose of the two different types of sales calls. (Coaching calls and joint calls)			X							
15.12. Understands and can explain the three different types of coaching calls. (Observed, Support, and Modeling)			X							
15.13. Understands and can explain the three guidelines for observing sales calls. (Focus your observation, Look for specifics and Take simple notes)			X							
15.14. Understands and can demonstrate using the Sales Performance Tool Kit (SPTK) to increase recruiter's sales call performance.			X							
16. COACHING DEVELOPMENTAL PLAN										
16.1. Demonstrates how to prepare your own developmental coaching plan. (Diagnosis and action plan)			X							
16.2. Demonstrates the use of the developmental coaching issues diagram to determine a recruiter's proficiency of product knowledge, selling skills and sales process, and customer knowledge.			X							
16.3. Demonstrates how to complete a developmental action plan with a recruiter. (Diagnosis and action plan)	C		X							

17. CERTIFICATION

A complete review of all tasks has been accomplished and I hereby certify each task listed in this JQS

Date: _____

Signature: _____